

I have spent more than 30 minutes on the phone to try to lodge a complain and find out what happens when a complaint is made. I was routed through multiple phone options in two languages that had no option for a simple complaint. The person I eventually reached in Consumer Affairs office was rude, lacked any customer support skills (including providing a name) and told me there were no forms until two more times on hold (in excess of 6 minutes) when she provided form numbers. When I asked for them to be sent to me she gave me another toll free number to call to have that done. She could not provide contact information regarding the process of complaints and reluctantly provided her supervisor's name and number. I think FCC is afraid of the powers they are charged to oversee. They can threaten Christian broadcasters with termination and allow the lovely four letter "F" word to go out on the air. They support and encourage Howard Stern-like shows because they do not enforce the rules on the books. I think they are afraid to be labeled as censors and anti first amendment instead of protectors of public airways. There needs to be a polite friendly way to hear from the consumer not just from the businesses they are suppose to oversee. There needs to be an effort to root out "arrogant government worker" that misrepresent the millions of dedicated government workers that do care about their nation and the people they are suppose to serve. It starts at the consumer level, train your people with better interpersonal skills, provide them with the information they need and have some method to evaluate those that perpetuate the stereotype of "life-time job security without a concern to the consumer".